fetch tv

User Guide

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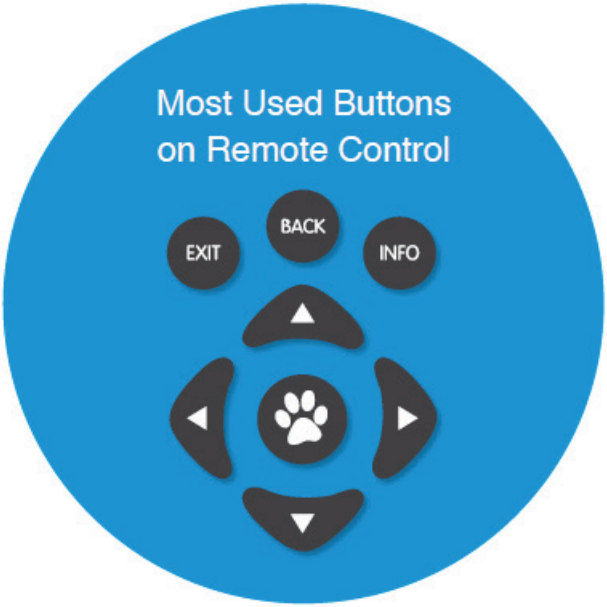
Welcome to Fetch TV



Tips

Use to navigate anywhere on Fetch TV.

Press to select.

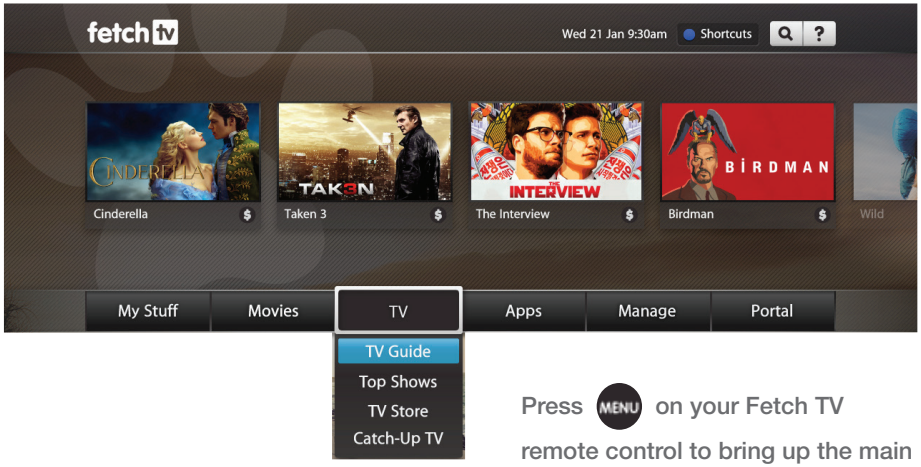
Press to activate on screen help or to show on screen shortcuts.

Go back to previous screen by pressing BACK

You can also navigate Fetch TV from your mobile phone or tablet if you've installed the Fetch TV mobile app (Page 27).

If your Fetch TV Box is not responding to the remote control check your Universal Remote Set Up (Page 33).

Home Screen



Press MENU on your Fetch TV remote control to bring up the main menu.

Top Shows

Menu > TV > Top Shows

Browse a selection of popular shows on TV for you to record or series tag.

See what's new and popular on TV

1 Select Top Shows from the menu and press

2 Use the arrow keys to explore shows and press to view the show info and options.

What you can do from Top Shows

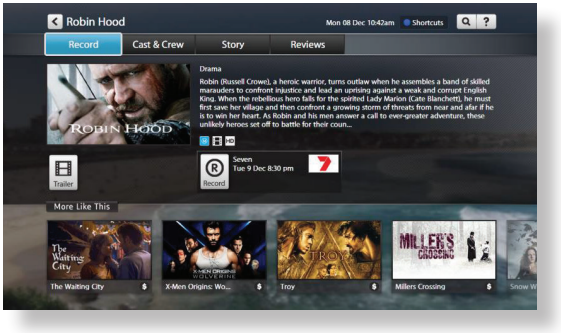
Record all episodes in a TV series

Set a series tag to record all episodes of your favourite show.

1. Use the arrow keys to highlight and press .
2. Change the options if you wish, then select 'Confirm' and press .
3. Repeat to change the series tag. You can see all your tagged shows in My Stuff > Series Tags.

Movies on TV

1. Select the Movies on TV tab and press to see movies coming up on TV.
2. Use the arrow keys to explore movies and press to view the movie info and options.
3. To record the movie, highlight or to set a reminder highlight , and press .


Robin Hood
Mon 08 Dec 10:42am
Shortcuts
Record
Cast & Crew
Story
Reviews
Drama
Robin (Russell Crowe), a heroic warrior, turns outlaw when he assembles a band of skilled marauders to confront injustice and lead an uprising against a weak and corrupt English King. When the rebellious hero falls for the spirited Lady Marion (Cate Blanchett), he must first save her village and then confront a growing storm of threats from near and afar if he is to win her heart. As Robin and his men answer a call to ever-greater adventure, these unlikely heroes set off to battle for their coun...
Trailer
Seven
Tue 9 Dec 8:30 pm
Record
More Like This
The Waiting City
X-Men Origins: Wo...
Troy
Millers Crossing

More Like This

View more shows in the genre.

Cast & Crew

See the actors and director, if known, and view more shows for them.

Watch Live TV

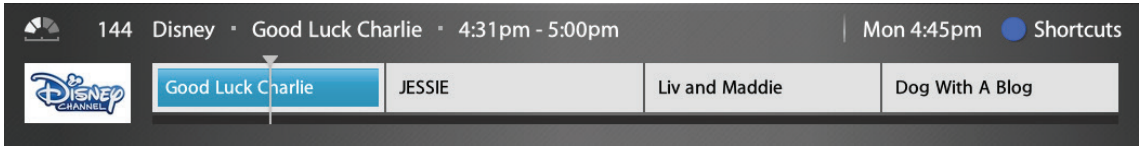
To watch Free To Air or Subscription TV channels, press EXIT to close and go back to watching TV.

Tip

Channel Switch
Use these buttons to move between channels.

Watch Live TV – Information Bar

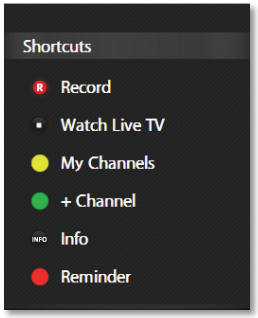
While watching Live TV the Information Bar appears anytime you change channel or when you press INFO on your remote.



1. To see programs on later for that channel press ▶.
   To see what's on other channels press ▲▼.
2. Press paw to change to the channel or program you want to watch
3. Press INFO again to switch between text and timeline display.
4. Press paw or INFO to close the Information Bar.

Shortcuts

Shortcuts are available on most screens. They tell you how to use the buttons on your remote to access key features.



To access shortcuts press .

To record a program on now or later, press INFO, go to show and press R.

To enable a series tag, press R twice.

To set a reminder, press .

My Channels

This allows you to set up your TV Guide so only your favourite channels appear.

From information Bar you can manage your My Channels listing.

To add a new channel to My Channels press .

To remove a channel from My Channels press .

To switch between All Channels and My Channels press .

Pause, Play and Rewind Live TV

You can pause a TV program you're watching at any time and resume it later, as long as you stay on the same channel.

Pause a program you're watching now

1 Press

2 Press again to resume watching.

3 To exit Pause Live TV press .

Rewind paused live TV

1 Press for 2x speed, press it again to go faster.

2 Press to start watching again.

Fast forward paused live TV

1 Press for 2x speed, press it again to go faster.

2 Press to start watching again.

TV Guide – Electronic Program Guide (EPG)

Menu > TV > TV Guide

See what's on and coming up

1 Press EPG on the remote or select TV Guide from TV on the main menu.

2 Press ⏩ or ⏪ to skip forward and back a day in the TV Guide.

3 To switch between list and grid views press 🟢 button on the remote.

Tip

Movies on TV are flagged with the movie icon 🎞

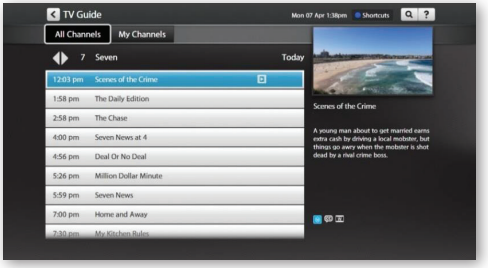
TV Guide Grid View

View all channels and programs at a time

↕ Change channels

↔ Move along the program listing

TV Guide List View



View one channel at a time

↔ Change channel list

Things you can do from the TV Guide

Display your My Channels listing

1 Set up your My Channels list in the Settings menu (Page 27).

2 To toggle between All Channels and My Channels press .

3 You can remove a channel from your My Channels list via the Live TV Information Bar (Page 7).

Set up Recordings and Series Tag Recordings

1 To record current and future programs via the TV Guide use to find the channel and program you want to record.

2 To record press .

To set a series tag (if available for that show) press twice.

To cancel press .

3 Press to display recording options (Page 19).

Tip

You can record up to 2 shows at the same time

Set Record Start and Stop Times

1 Press on a program to display options.

2 Use to select Record Item or Recording Options.

3 Use arrow keys to select plus (+) or minus (-) and change the recording start and end times of your program

4 Select Confirm and press to go back to the TV Guide.

Set reminders

You can set a reminder to alert you when your favourite programs are about to start.

1 In the TV Guide or Live TV Info Bar, highlight the program you want a reminder for and press or press to set a reminder through the Options menu.

2 A will appear beside programs to indicate a reminder has been set. Repeat the above step to cancel a reminder.

TV Store

In the TV Store you can buy individual episodes or full seasons of some of the most popular TV shows. You can only buy TV shows, it's not possible to rent them. When you buy a TV episode or season you are buying the right to watch it as often as you like on your current Fetch TV subscription.

Menu > TV > TV Store

1. Select TV Store from TV on the main menu and press
2. Select a TV show. The show names and number of seasons and episodes available are shown.
3. Use to navigate and to make a selection.

Cost to buy TV episodes and seasons

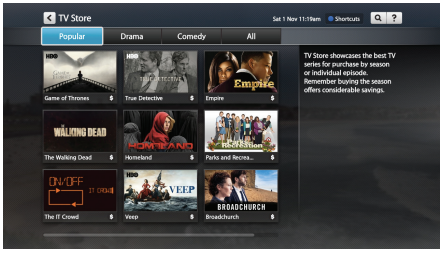
TV episodes cost $3.49 for HD and $2.99 for SD. The price will vary on occasion when specific sales might be on.

Season prices will vary depending on how many episodes are in the season, but you do save money buying the whole season rather than the individual episodes.

At the moment, episode purchases will not count towards a Season purchase.

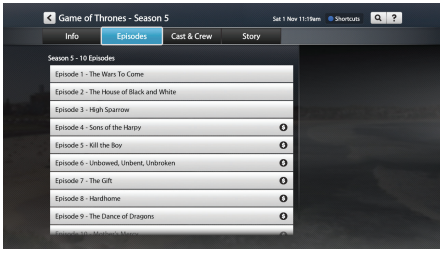
Buy TV Episodes or Seasons

1 Use arrow keys to select show from TV Store and press

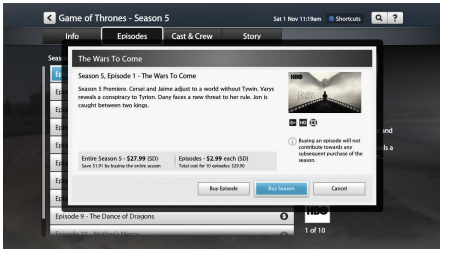


2 From the Season details screen, you can select to watch the full screen trailer (if available), buy the season or add the show to your Wishlist (Page 17).

3 To buy an episode rather than the whole season, use arrows to highlight “Episodes” and press . Choose the episode you’d like to purchase.


Game of Thrones - Season 5
Info
Episodes
Cast & Crew
Story
Season 5 - 10 Episodes
Episode 1 - The Wars To Come
Episode 2 - The House of Black and White
Episode 3 - High Sparrow
Episode 4 - Sons of the Harpy
Episode 5 - Kill the Boy
Episode 6 - Unbowed, Unbent, Unbroken
Episode 7 - The Gift
Episode 8 - Hardhome
Episode 9 - The Dance of Dragons

4 To buy an episode or season, you’ll be asked to enter your 4 digit PIN (default 0000) and press . Once you confirm the purchase the amount will charged to your credit card for Fetch TV retail customers or will be added to your next month’s bill for customers with one of our partner ISPs.



5 If your purchase is successful the first available episode will download ready to play.

Where to find your purchased TV shows

You can find all your purchases in **Menu > My Stuff > Movies or TV Shows**

Storage

When you buy items from the TV or Movie Stores they are downloaded into the area of the hard drive in your Fetch TV Box where rentals are also stored. They do not impact the space available for recordings which are stored in a separate area.
The content you have purchased will stay on your Fetch TV Box until it needs space to download more TV and Movie Store purchases. The box will then delete the oldest files to make room for new ones.

Tip

If the box deletes files to make room for new ones, you can download the purchased content again at no extra cost for as long as you have your current Fetch TV subscription

Will TV Shows count towards your monthly download limit?

If you have a Fetch TV subscription and broadband connection with one of our ISP partners then the data used will be unmetered. If you have a Fetch TV account direct with us then data is metered each time content is downloaded.

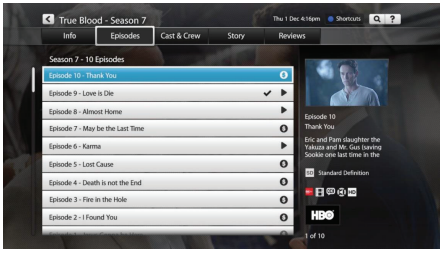
How long can you keep your purchased TV shows and Movies

When you buy content through the Fetch TV Movie or TV Stores, Fetch TV will grant you a license on the following terms:
You will have unlimited access to the content you buy as long as you maintain your existing account with Fetch TV. If you change your account number, cancel your account or change Internet Service Provider (ISP), the content will no longer be available.

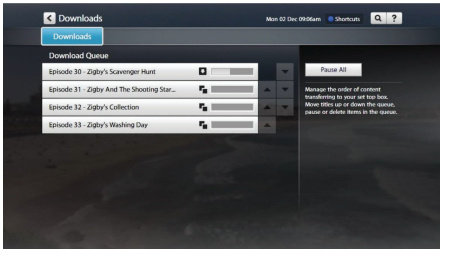
Downloads

When you buy a show, the first episode will start downloading to your Fetch TV Box and let you know when it's ready to play. Browse or choose other episodes from the Episodes tab.

1 To download, press on the episode. You can see the progress and status of your download directly from the TV show screen (Queued, Downloaded, and so on).



2 To see all TV Shows or Movies you may be downloading at the moment, press .



3 To change the order of downloads, use the arrow keys and to move a download up or down the list. The top one downloads first.

4 When you're done, press BACK to go back to the TV show screen.

Catch-Up TV

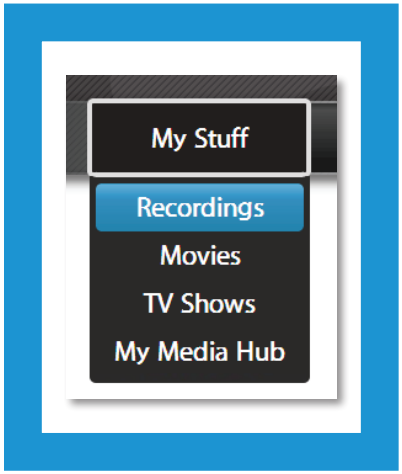
Menu > TV > Catch-Up TV

Catch up on shows you've missed recently with ABC iview, SBS On Demand, TENplay, and 7Plus

1. Select Catch-Up TV from TV on the main menu and press
2. Select the Catch-Up service you want to access.
3. Use the arrow keys to explore. Press to view episode list and to play.

Note:
Downloads from Catch-Up TV will count towards your broadband downloads.

My Stuff



Menu > My Stuff > Recordings

The My Stuff menu lets you view your recordings, movies and TV Shows you have downloaded or wishlisted, and access My Media Hub.

1. Press PVR or select My Stuff from the main menu.
2. Use to select Recordings, Movies, TV Shows, or My Media Hub.

Recordings

All your recorded TV is listed in Recordings. Fetch TV automatically groups recordings from the same series together in folders .

Play a recording

To play a recording, use arrow keys to highlight the program and press .

Sort your recordings

To change the way you sort your recordings press . You can sort by Program Name, Program Date, Channel, Unwatched, Pending Delete, Duration, Last Viewed, View Count, and Season.

Tip

- You can play a recording that is currently underway and you can rewind, pause and fast forward through the recording to catch up to the program in real time.
- When fast forwarding at high speeds the program will rewind a little when you press stop, so you don't overshoot the place from which you want to start watching.

Scheduled

All programs you have set to record in the next 7 days will appear in the Scheduled listing.

1 Use arrow keys to select a recording.

2 Press to activate the Options pop-up menu.

3 Use arrows to navigate the options.

4 Press to confirm your selection.

Recording icons

- Series Tags
- Protected
- Recorded
- Groups recordings from the same series
- Watched
- Pending deletion

Series Tags

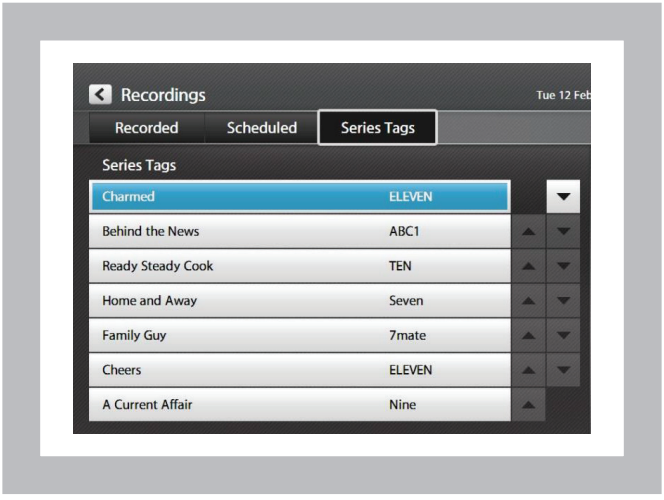
All series you have tagged to record will appear in the Series Tag list.

Reschedule series tag recordings

You can record 2 shows at the same time. Sometimes you might schedule more than 2 recordings to occur at the same time. You can prioritise your Series Tags so if this happens the 2 higher preference shows get recorded.

1 Use and to move series up and down the list.

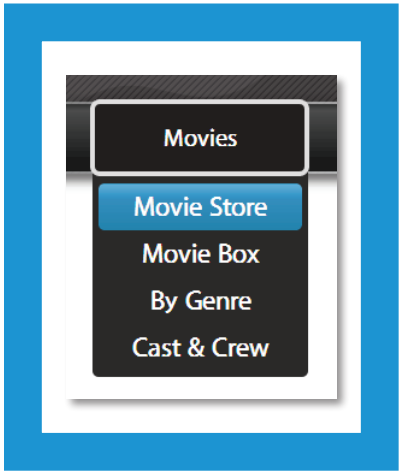
2 Press to reschedule today's recordings.



Menu > My Stuff > Recordings > Series Tags

Movies

There are two types of Movies - Movie Store movies which you can rent or buy, and Movie Box no charge movies.*



Watch Movies

1 Select Movies from the Main Menu

2 Use to navigate and to make a selection.

Menu > Movies > Movie Store

*Movie Box is not automatically available on all services. You may need to upgrade your subscription to access Movie Box.

Tip

Searching by Genre is a great way to help you find a particular type of movie.

Movie Store

Movie Store movies are ready to watch whenever you want. The cost of movies you rent or buy will be added to your monthly broadband invoice. You can watch each movie once rented or bought. When you buy a movie you are buying the right to watch it as often as you like on your current Fetch TV subscription

1 Use arrow keys to select movie and press .

2 From the movie details screen, you can watch the full screen trailer (if available), rent or buy the movie, or add the movie to your Wishlist (Page 17).

3 To get a movie you will be prompted to enter your Parental PIN (default 0000) and press . You can choose to rent or buy the SD or HD format if available.

4 If your purchase is successful a will replace the on the title image and the movie will download ready to play.

Tips

- On screen Rotten Tomatoes Ratings can help you decide which movies to watch.
- You can watch 1 item you rented or purchased at a time – either on a mobile, tablet or Fetch TV Box.

Movie Box

Movie Box brings you 30 movies at any time at no extra cost with a new movie added each day. It's not included in all subscriptions so you may need to upgrade your subscription to access it.

1 From the main menu, go to Movies > Movie Box and press to view the movies.

2 You can use the Just Out, Popular, Staff Picks, All, Specials, Coming Soon, and Last Chance tabs to help you find movies.

Tips

You can see your last watched Movie Box movie in My Stuff > My Movies

Wishlist movies

You can use Wishlist to tag movies you think you'd like to watch later, so they are easy to find.

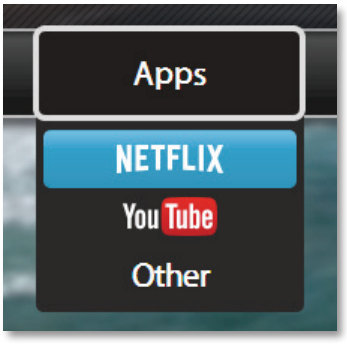
1. To add a movie to your wishlist from the movie catalogue or movie details screen, press .
2. To view your wishlist, from the main menu, go to My Stuff and select My Movies.
3. To remove a wishlist item, highlight movie and press to remove.

Tip

You can also add a movie to your wishlist by highlighting and pressing .

Apps

There are a variety of interactive applications available on Fetch TV.



Menu > Apps

1 Select Apps from the main menu.

2 Use arrow keys to select the application you want to access, then press

3 Follow on screen prompts to use application.

Netflix app is not available on 1st Generation Fetch TV boxes.

Netflix:

- Watch countless TV shows, movies, and original series. No commercials, no long-term contracts, for one low monthly price.
- Enjoying Netflix on Fetch TV is easy. If you're already a member, just sign in with your username and password. Not a member? Try one month free and sign up using your Fetch TV remote control.

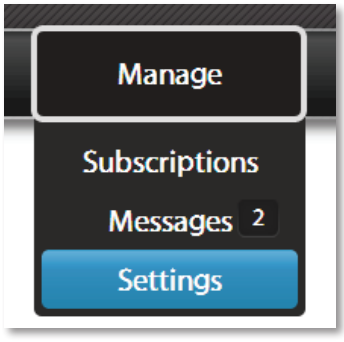
Netflix streaming membership required.
More information at *www.netflix.com*

YouTube:

Download the YouTube User Guide from *www.fetchtv.com.au* for details on how to use the YouTube App.

Manage

From the Manage menu you can customise the settings of your Fetch TV Box, read messages from the service and manage your subscriptions.



1. Select Manage from the main menu and choose Settings.
2. Use arrow keys to navigate the tiles under Settings and press to select.
3. To go back to overview, press BACK. To exit, press EXIT

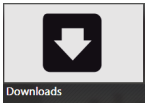
Menu > Manage > Settings

Tip

You will need to enter your four-digit Parental PIN to modify settings. Default is 0000.

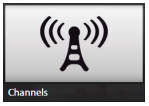
Settings

View your downloads



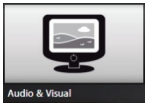
View all your downloading items, change the order of downloads or delete items (Page 16).

Set up for channels



Access the DVB-T frequency scan that identifies and tunes all visible Free To Air channels. You can also add your favourite channels to your My Channels list or hide selected channels.

Optimise your sound and display

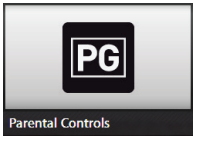


Select Audio & Visual > Video to optimise your TV screen display. Select Audio to turn on Surround Sound 5.1 if using a surround sound system.

Mobile & Tablet

Pair your mobile device to your Fetch TV Box with the Fetch TV Mobile App. See the 'Mobile App Guide' at *www.fetchtv.com.au* for more information.

Parental Controls



Channel Blocking

1. Use ▲▼ arrow keys to highlight the channel you wish to block.
2. Press ● which will prompt ☑ to appear to the right of the screen, adjacent to the blocked channel.
3. Repeat for all channels you wish to block.
4. To remove blocking from previously blocked channels repeat the above steps.

Set Parental Level

You can set the program ratings levels that can be viewed. Use the ▲▼ arrow keys to select the desired rating level and press ●.

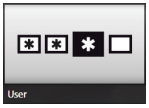
Change your Parental PIN

1. Select PIN Change from User menu and press ●
2. Enter and confirm your new four digit PIN and press ● A pop up screen will let you know that the PIN was updated successfully.

Tip

Set how long restricted content that you unlock may be viewed in the Parental Lock settings.

User Settings



In the User settings, you can change recording options, change your PIN and do a hardware health check. Use arrow keys to select an option and press .

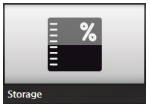
Hardware Health

Boost the lifetime of your Fetch TV Box by stopping Pause Live TV after 3 hours of viewing a channel.

Recording Options

Lets you add a recording lead and lag time to all your scheduled recordings or select the number of episodes you want to keep for all recordings. You can also set the rewind length to backtrack a program/recording when fast-forwarding at high speeds.

Check storage space

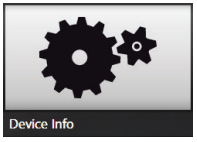


View the available capacity on your Fetch TV Box.

Network settings

Contains information on your network settings. The automatic settings are recommended for most users. Advanced users may choose to manually change settings.

Device Info

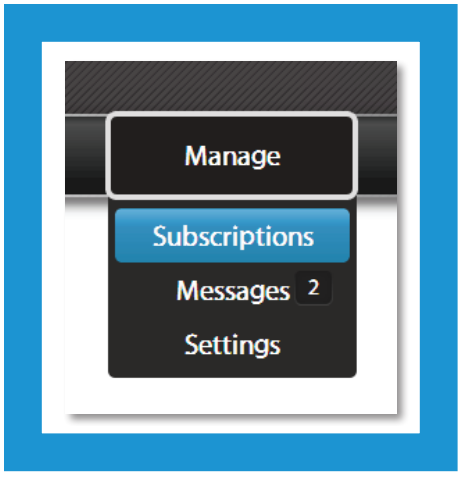


Info about your Fetch TV Box that can help when troubleshooting issues.

Run diagnostics test

Helps to diagnose problems with your Fetch TV service. Once started this may take several minutes to complete. Select Cancel to stop.

Subscriptions



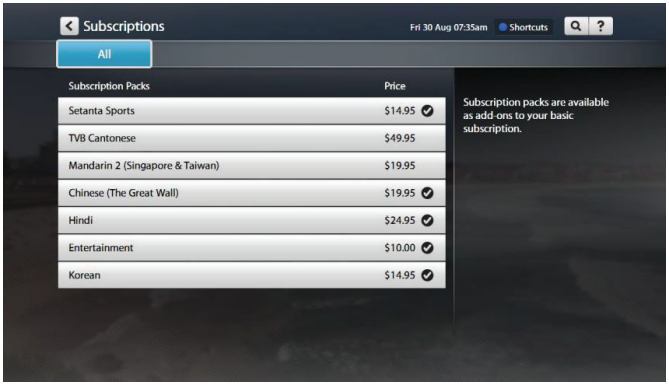
Menu > Manage > Subscriptions

Add packs to your Fetch TV subscription

1 Select Manage from the main menu and then choose Subscriptions.

2 Use ◀ ▶ to see available packs. Press ● to select pack. Explore channels in pack using arrow keys.

3 Press ● to subscribe to a pack. Repeat to unsubscribe. Subscriptions on channel packs are for a minimum of 1 month.



Tips

If you try to record or set a reminder for an unsubscribed channel from Top Shows, Search or TV Guide, you will be prompted to subscribe.

Search TV and Movies

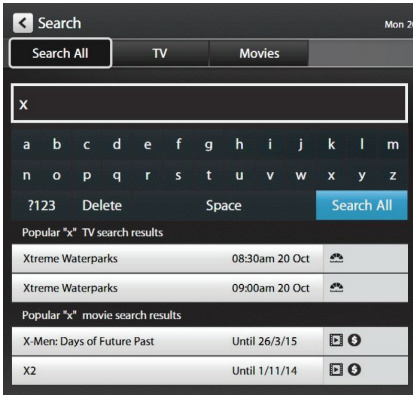
Search for TV shows and Movies by keyword from the program name, synopsis, or cast and crew.

1 Use arrow keys to select and press .

2 Use the on screen keypad to type.

3 Search starts automatically when you type one or more letter/number.

4 Select Search All from on screen keypad to see all matching results. If you don't see any results try an Extended Search to include the program synopsis.

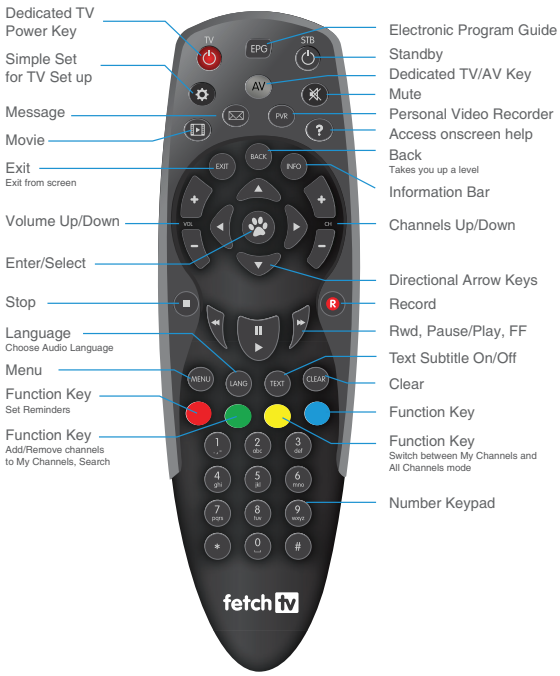


Search icons

- Free To Air TV Program
- Available for Purchase
- Movie
- Top Show
- Subscription TV Program (icon will depend on your Fetch TV service)
- Jump to available items

Remote Control

The remote control brings Fetch TV to life. It has all the functions you need for quick and easy viewing.



Using a different Fetch TV remote?

If your Fetch TV remote control has different buttons to the one shown above or if your TV brand is not listed on screen when you follow the steps above, you will need to refer to the Universal Remote Set Up Guide on *www.fetchtv.com.au.*

Set up for Universal Remote

You can use this remote control to operate your TV as well as your Fetch TV Box.

1. Press ⚙ and hold for 3 seconds until Fetch TV Box LED illuminates. Your TV will now show a table of brands.
2. Press and hold the matching number on the remote control for your brand of TV.
3. As soon as TV turns off, stop pressing the remote. LED will blink twice. Your TV is now set up!

Tip

To set Fetch TV remote to control the volume on your TV, press 🐾 and VOL+ simultaneously and wait for LED to blink twice.

To set Fetch TV remote to control the volume on your Fetch TV Box, press 🐾 and VOL- simultaneously and wait for LED to blink twice.

www.fetchtv.com.au

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Version: August 2015